

MYOB Advanced Business



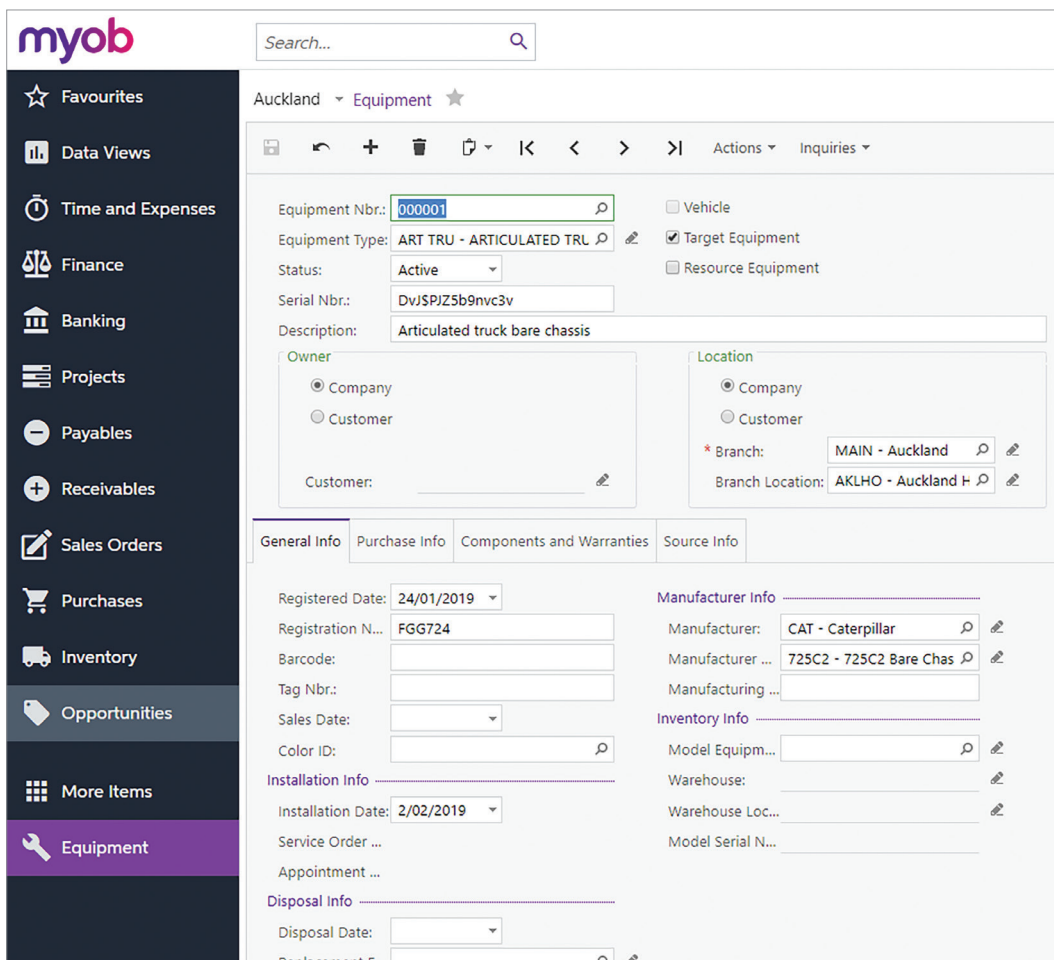
Field Service Module / Equipment maintenance.

Track the details of equipment maintenance at your customers' locations

Track all details of equipment and products installed at your customers' facilities by make and model. Define schedules for preventive maintenance service orders and associate them to recurring maintenance schedules or contracts

Enhance MYOB Advanced's service management functions

MYOB Advanced's Equipment Management leverages the functionality in the Service Management application that creates schedules and dispatches field staff, generates service orders, tracks staff skills, and invoices field service work. MYOB Advanced's Equipment Management is an optional component of the MYOB Advanced Field Service module.



Features and Capabilities

Equipment maintenance inventory

Maintain all details of equipment and products installed at your customers' facilities by make and model.

Preventative maintenance schedules

Define schedules for preventive maintenance service orders and associate them to recurring maintenance schedules or contracts.

Appointment generator

Generate appointments automatically for all service contracts with equipment maintenance requirements.

Service templates

Create templates for a predefined set of services. For example, create a template for the clean-up and calibration combination for HVAC equipment.

Warranty management

Establish warranties specifying the specific items under warranty to avoid confusion, mischarges, and objections. Classes can be mixed on the same service order, for instance, a two-year warranty on parts and a one-year warranty on labor.

Invoicing

Capture and invoice for all parts and labor related to the services rendered.

Service parts

Provide access to service parts inventory and automated sourcing.

Mobile service management

Send updated orders and appointments to any mobile device.

Master contracts

Combine multiple contracts by customer.

Key benefits

Better information leads to better decisions

- + Integrate field service operations, projects, order management, CRM, and inventory management.
- + Provide all required information to generate service appointments from Sales Orders or CRM Cases.
- + Gain better business insights by combining automated processes, accurate data, financial analysis, and forecasting capabilities.

In the cloud and mobile

- + Access routes anywhere, anytime, from any device. All applications are web-based, giving users unlimited access to the system from any location.
- + Enable field staff to plan for upcoming appointments and routes along with access to the information necessary for the next call, including last-minute updates.

Warranty tracking

- + Improve customer satisfaction by tracking warranty classes according to models of equipment.
- + Prevent needless customer invoicing of parts and labor when the work is covered under warranty.